

CUSTOMER SERVICE ASSISTANT II

NATURE OF WORK

This is highly responsible clerical and public contact work providing specialized customer services by telephone and/or in person and maintaining related records.

Work involves assisting customers in response to their inquiries regarding billing, rates and services; analyzing accounts and making billing corrections; receiving and processing customer payments and responsibility for the review and collection of past-due accounts and for identifying and selecting appropriate payment arrangements. Work may also involve responsibility for processing payments received and accounting for money received and disbursed. Work involves continual contact with the public. General supervision is received from an administrative superior with work being reviewed in the form of accuracy, compliance with departmental policies and procedures, and results achieved.

EXAMPLES OF WORK PERFORMED

Answers customer questions regarding water and sewer bills, both in person and over the phone.

Processes a special order billing when a tenant, new owner or other designated person requests final or new billing be calculated; processes requests for final billing occurring in the middle of a billing cycle.

Verifies special bill run for residential and commercial accounts; enters meter readings on computer to produce billing run and to print bills; reviews computer run from the previous day; adjusts account to correct billing problems.

Prepares a list of properties that can be worked for turn-off; determines which accounts will be worked by dollars due, date of last payment, landlord input, or failure to keep previous payment arrangements; generates necessary paperwork.

Reviews delinquent accounts; grants credit extensions or approves payment arrangements in accordance with established policies and procedures; advises customers on procedures to obtain assistance in paying water service bills.

Reviews bills prior to mailing to ensure all bills requiring special handling are pulled from the regular mailing and processed accordingly.

Researches estate and bankruptcy notices in relation to delinquent accounts; follows instructions from City Attorney's Office in calculating amount due through a given date.

Balances bank pay bills and Cashier's Report; prepares Treasury receipt and deposit; balances daily cash to include payments received by check or cash; balances petty cash envelope.

Processes and balances payments received for water/electric bills; verifies and investigates difficult mail payments; processes special batches such as telepays, walk-ins and permits; balances daily cash report to City Treasurer receipts daily.

Processes customers' checks returned for insufficient funds; notifies customers; issues water turn off notices; removes notices when payment is received.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Thorough knowledge of all aspects of the Lincoln Water System billing functions.

Considerable knowledge of methods used to handle, receipt, record and maintain records of money received and disbursed.

Considerable knowledge of credit and collection principles.

Knowledge of credit analysis techniques.

Knowledge of spreadsheet programs and the ability to create and maintain spreadsheets.

Knowledge of standard computer keyboard configurations and ability to access, interpret and record information using a video display terminal and electronic keyboard.

Ability to establish and maintain effective working relationships with co-workers, various City Departments, banks, title companies, service agencies and the public.

Ability to analyze and resolve credit problems.

Ability to make complex mathematical computations quickly and accurately.

Ability to communicate effectively, both orally and in writing.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent and considerable experience in performing moderately complex clerical work involving billing procedures and cashiering or in the extension of credit and the collection of accounts.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent and experience in performing moderately complex clerical work involving billing procedures and cashiering or in the extension of credit and the collection of accounts, or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.